Technology Advisory Board
October 24, 2005

Attendees: Ed Ekstrom, Martin Frey, Myron March, Tani Downing, Steve Fletcher, Steve Hess, Marvin Dodge

Guests: Randy Hughes, Greg Gardner, William Shiflett, David Fletcher, Dan Frei, Lisa R. Roche, Jim Matsumura, Greg Mead, Ken Elliott, Lloyd Johnson, Jolet Olsen

Excused: Representative David Clark

Steve Fletcher welcomed the group and then discussed the report to the Technology Advisory Board giving a brief overview of the transition status. He explained that IT employees will be loaned to DTS and MOUs have been provided to the agencies agreeing to the loan of the employees. He then discussed each of the transition areas (Organization, Policy and Planning, Infrastructure, Service Level Management, Administrative, Solutions Delivery) and the current activities that are being worked on. He also gave a brief update on the Executive Director's Office including the establishment of a communication plan and office, along with a website. Steve mentioned that the legislation to increase the FTE ceiling for the department is being written in preparation for the upcoming Legislative session. Steve Fletcher asked for a motion to approve the minutes from the September meeting. Steve Hess motioned to approve the previous meeting's minutes, Tani Downing seconded the motion and the group approved the minutes.

Annual Report/Strategic Plan
Steve Fletcher explained the timeline for the strategic plan has been revised, to ensure that we capture all of the stakeholder input for the plan. The IT Annual Report will be completed by October 31, 2005, and information from this report will be used in the strategic plan. Steve said that the DTS conceptual design is being completed by November 17, 2005. Martin Frey asked why the conceptual design is being completed after the annual IT plan. Steve said that the annual plan is a look back on the previous year. The conceptual design is a component of the strategic plan and provides the framework which is the formalization of the strategic plan. Steve explained that DTS has engaged a consulting firm (SAIC/Science Applications International Corporation) to help with this process. Ed Ekstrom and Martin Frey mentioned that private sector contacts they have would also be happy to help with this process. Steve Hess suggested including values in the mission/vision. Steve Fletcher then discussed the areas of focus for the strategic plan which include service and value, efficiency and effectiveness, accountability, project management and completion and workforce development. Steve Hess asked where the benchmarking would be coming from. Steve Fletcher said that we would be looking at both government and non-government entities. Martin Frey said that he would like to see enabling mechanisms for the agencies in the service level agreements. Steve Fletcher said that all SLAs need to be business oriented, not IT oriented. Customers will be involved in writing the SLAs because if it's not applied to their business it will not work for them. Steve Hess asked about R&D and if there will be a group looking at new technology. Steve Fletcher said that he sees this coming from the Enterprise Architecture. Ed Ekstrom said that it is also part of the lifecycle management. Ed also said that trending/continuous improvement on activities also helps. Martin suggested a scorecard from the agencies. Ed said that cost allocation will create a better

understanding on all sides for decision making. Tani Downing asked if there will be a customer satisfaction survey done now. Steve said that we need to identify what is being provided, which is establishing the baseline and these items will be negotiated during the service level agreements.

ACTION: The benchmarking information will be presented to the board.

Steve Fletcher asked for feedback and suggestions on the strategic plan. Steve Hess asked that a SWOT Analysis be done. Martin Frey suggested that a business consulting group could help agencies better leverage IT services. Steve Fletcher mentioned that is a charge in HB109. He then thanked everyone for attending and the meeting was adjourned.